Employee Self Service Q&A

When will Employee Self Service (ESS) be available?

The system will be available on October 2. The Department of Personnel will set up the user ID and initial password for all employees as of September 20 and will distribute this information to agencies on September 21. Agency security administrators will need to set up the IDs and passwords for any employees not entered into the system by September 20.

What do agencies need to do to deploy ESS?

Agencies will determine how they will distribute the user IDs and passwords to their employees. The same users IDs and passwords will be used for ESS and E-Recruiting. Therefore, employees will need to receive their IDs and passwords by October 2 in order to apply as current state employees in E-Recruiting.

Employees will have access to ESS as soon as they receive their user IDs and passwords. Agencies may choose to fully deploy ESS immediately, or they may transition more slowly, as long as they deploy ESS by November 30, 2006.

Agencies may choose to maintain parallel processes (such as any current manual processes) while they transition to ESS.

They will also need to determine how they will handle employee questions and support needs. They will need to communicate this information and any agency-specific practices or guidelines (such as using only work e-mail addresses) to their employees.

The Department of Personnel will provide broad communications to all state employees about ESS and will also provide sample communication documents for agencies to use.

What about employees who don't have access to a computer or the Internet?

Some agencies may need to continue to maintain parallel processes for employees who don't have electronic access, or they may find other ways, such as on-site kiosks, to provide access. This could be a transition that takes place over time.

Will ESS enable the state to eliminate the printed earnings statements and go paperless?

The goal is to move to paperless earnings statements for the majority of state employees as quickly as possible, as this would result in considerable cost savings for the state. The Department of Personnel and the Department of Information Services will work with agencies to

determine the logistics and timing for going paperless for an entire agency. HR offices will be able to turn on or off printing of statements for individual employees.

Can agencies grant just view/inquirer access rather than allowing employees to make updates?

No. All employees will have the same assigned role in ESS, which allows them to update specific information, including their permanent and mailing addresses, emergency contact information, email address, and skills profile. They will also be able to view their online earnings statement.

Will employees be able to access ESS from any computer?

Yes. Employee Self Service is accessed through a web based portal, which means that employees can get to it from any computer anywhere. We recommend that agencies add a link to their agency intranet home page. DOP will also add an ESS link under the Employee tab on the DOP website (www.dop.wa.gov/employees).

Will current HRMS users get new passwords?

Current users will maintain existing user IDs and passwords, but will receive a new user ID and password for ESS and E-Recruiting.

Is single sign on still an option for employees?

Single sign on is not possible for ESS and E-Recruiting.

When employees update their addresses in ESS, will this update other systems at the same time?

Yes. The employee will be able to update both the permanent residence address and the mailing address. The address will automatically be updated in the Health Care Authority and Department of Retirement System records. The Health Care Authority uses only the employee's *permanent address*. Department of Retirement Systems uses the employee's *mailing address* (if there is one); if there is no mailing address, it uses the permanent address. Agencies that receive employee personal data through an interface from HRMS (Gap 9) can elect to receive either the permanent address or both permanent and mailing addresses.

How do we ensure that employees do not indicate their place of employment as their home address?

The address maintenance screen allows the employee to select either the permanent address or mailing address. It will be up to agencies to educate employees about importance of using their home address, such as the fact that it will also change their address for deferred compensation,

retirement, and insurance benefits and could affect their eligibility for certain health care plans. Agencies will also be able to run an audit report to see what changes employees have made.

Will anyone else besides the employee be able to see their personal information through ESS?

Only the employee can see his/her information through ESS. HR staff will have the same access to employee information that they currently have, through the regular HRMS screens.

Will employees have the ability to update their name via ESS?

No, this is not something that employees may do via ESS.

Does HCA pull the county code in addition to the permanent residence address, and if so, do they use that to determine plan availability?

Yes, a code for county is included in the address, and the Insurance system (which is really PAY1) does use this to determine what medical plans are available to an employee.

For what time periods are earnings statements going to be available for viewing through ESS?

Employees will be able to view and print their current earnings statement only.

Who will provide production support to employees once ESS is launched?

Agencies will need to set up a support structure and communicate this information to their employees.